

# Exhibit A



07/27/10 11AM-2PM  
DUAL DPR ID GJB  
HM# 7187569815 BS#  
TECH# 5720 JOB# 11  
START 1:50 END TIME 3:00

TBL CALL HUEBNER PAUL 7836-716303- 1  
478 MALBONE ST # 1  
BROOKLYN NY 11225  
ORDER DATE 07/26/10  
R/A: Y N TECH# 5720 JOB# 11

1 1 1 1 1 0 0 0 0 0 0 0 0

SERVICES  
2G 1 DOL/No Video  
2S 1 Optimum Voice

TASKS  
DV Jack/Wiring  
DV No Dial Tone  
Check Modem  
Free Diagnosis  
Voice Modem

## HISTORY

02/24/06 TBL CALL COMPLETE  
IntConct OV Modem T# 196  
InCnWrSp  
01/15/06 INSTALL COMPLETE  
T# 594

T#

TRIP CHARGE: RES/\$34.95	BUS/\$46.95	NO CHARGE	CUST INIT
WRITE HFC MAC ID			
INSIDE THIS SQUARE		PRIMARY FIX	SECONDARY
AND		161	282
PLACE NEW MODEM			
STICKER HERE			
***** EQUIPMENT *****			
IN	12258BD2BC 53	P IN	IPT3473508789 15
OUT		F OUT	
IN		P IN	
OUT		F OUT	
IN		P IN	
*** NEW CONVERTER *** OUT		F OUT	
IN		P IN	
OUT		F OUT	
PIIN		P IN	
FIOUT		F OUT	

TWIP: X=CLOVE &amp; NEW YORK

GROUND: A POLE#: IVR: FTA: 1 IPHONE=917-701-5432 / 212-354-5555

AMPERAGE: MAP: 34U TAP RTE: 01309

DROP CERT P F HHC P F/NA TRP DOL/BB/NA ICHK JACK

WORK PTS: 11 CONSTR: M

TAG: K319149 NEW TAG: K319149

CENSUS35F226 NODE RX X / TX 462 CNR 34.1 H/C

STATUS: COMP/RESCH/NOT DONE/CANCELLED

RF LEVELS: 6.44 UV CH12 UV CH21 UV CH29 UV CH70 UV CH106 UV H116 UV CLIP

suchara@optonline.net

COMMENTS: There is a Feed in Line Coming From Verizon Box

Unable To Locate and disconnect I can only correct Problem

By Running new Line sub would like it to work same way

## OPTIMUM VOICE CUSTOMERS

**E911 NOTIFICATION:** In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or interrupted, you will not have E911 service. If you relocate the modem to a different address, you must notify Cablevision in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

**SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS:** You acknowledge that Cablevision does not support the use of any Optimum Voice service as a connection for (i) emergency medical alert systems, (ii) all high security monitoring systems (UL 681 or similar) or (iii) fire alarm systems (UL 864 or similar). You acknowledge that it is your sole responsibility to contact your central station monitoring provider to test and verify that your security system is in good working order and that you are responsible for any additional work required to ensure the proper operation of your security system.

## CUSTOMER ACCEPTANCE

Please confirm your satisfaction with installation/repair of the Optimum product/service(s) and verify all equipment prior to signing this document. Please note that charges listed above may not include franchise fees, taxes, equipment and other charges. Promotional offerings subject to terms (i.e. length of promotional period at time of sale). **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON BOTH SIDES OF THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE ON THE BACK, HAS BEEN READ AND AGREED TO.**

Signed

Date 07/27/10 QC

Tech Initials CKS  
CUSTOMER COPY